

# WINEGARD

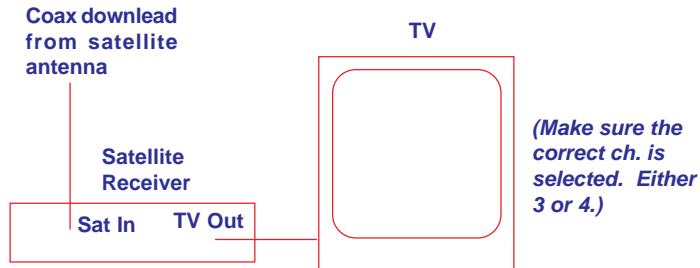
## Troubleshooting Guide for all RD and RM models

### CANNOT FIND SATELLITE

**Step 1.** Check wiring, Figure 1.

**CAUTION: BEFORE CONNECTING/DISCONNECTING CABLES, UNPLUG RECEIVER.** Receiver is ALWAYS ON when plugged into power source

**FIGURE 1**



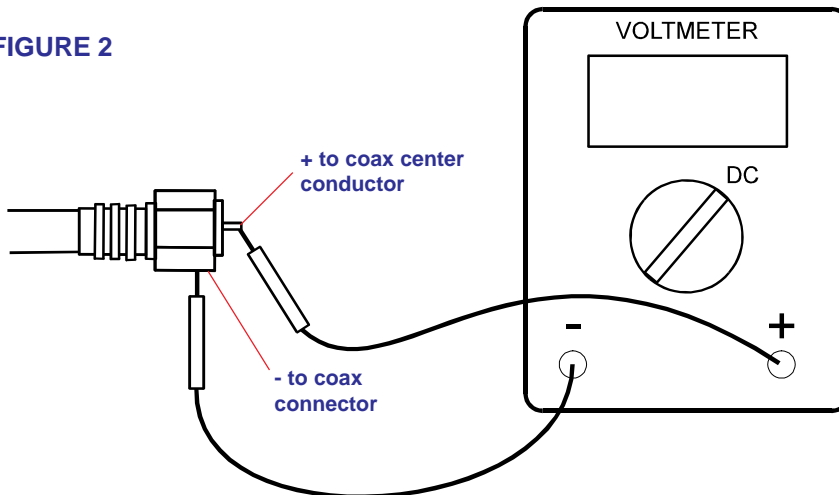
**Step 4.** If you have no voltage out of the receiver, contact Winegard Service Dept. before sending the receiver to Winegard Company.

**Step 5.** If the correct voltage is present, try a new LNBF.

**Step 6.** If a new LNBF does not fix the problem, try another receiver. If this does not correct the problem, then aiming the antenna is the problem. **Remember, you MUST move the antenna VERY slowly! If you are moving the antenna too fast, you can swing past the satellite and the receiver will not see it.**

**Step 2.** Disconnect coax at antenna. Turn receiver ON, check for +12 to +20 VDC at the coax connector, see Figure 2.

**FIGURE 2**



**Step 3.** If there is voltage at the coax, proceed to Step 5. If there is no voltage, reconnect the coax to the antenna. Disconnect the antenna coax at the receiver and connect a short piece of coax to the SAT IN jack on the receiver. Repeat Step 2. If there is still no voltage, proceed to Step 4. If voltage is present, you have a faulty antenna coax download, repair/replace as required.

## SENSAR®/ROADSTAR DOES NOT WORK

**Step 1.** Check wiring, Figure 3 options 1, 2, 3 & 4. Your system wiring may be different.

**Step 2.** See back page.

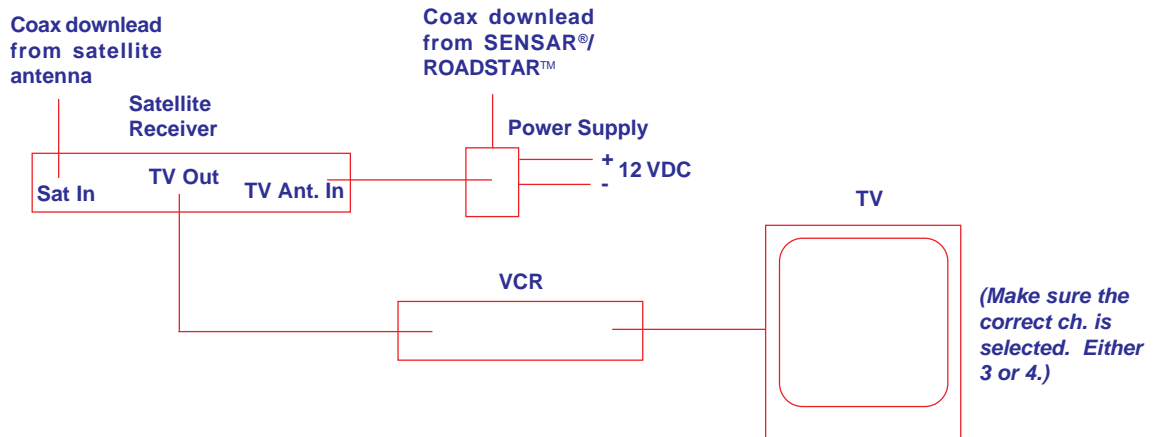


FIGURE 3, OPTION 1

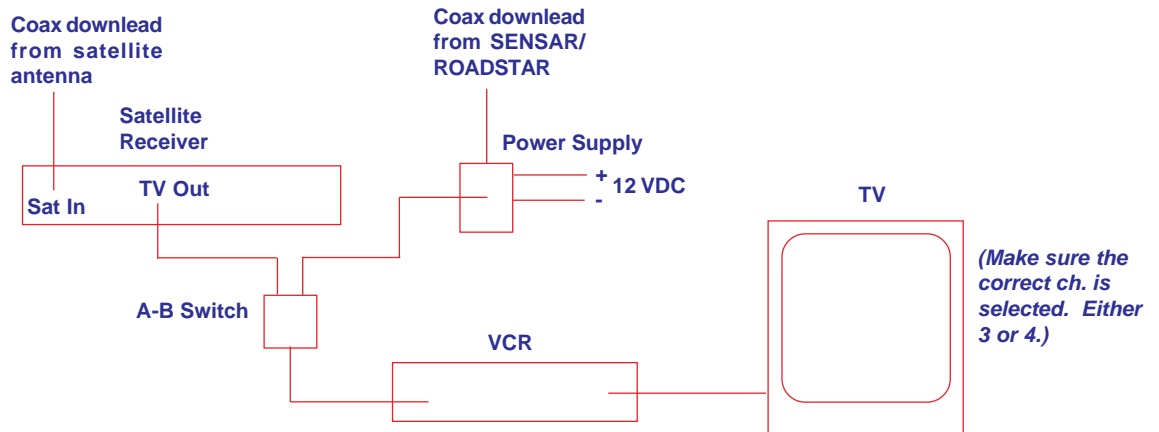


FIGURE 3, OPTION 2

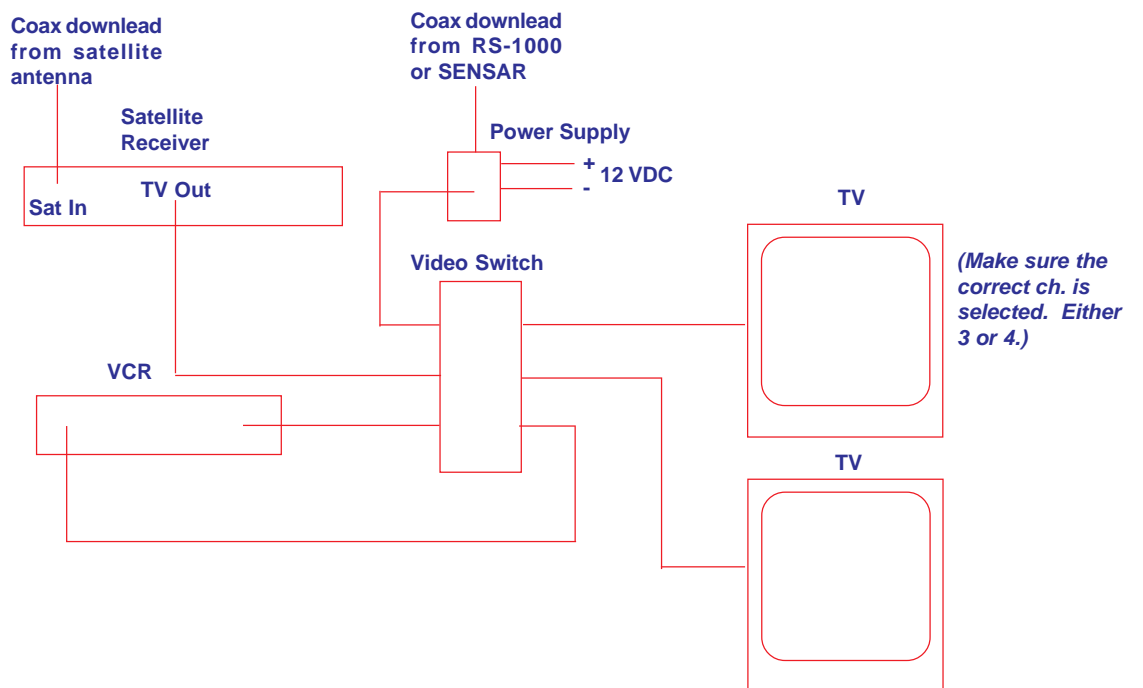


FIGURE 3, OPTION 3

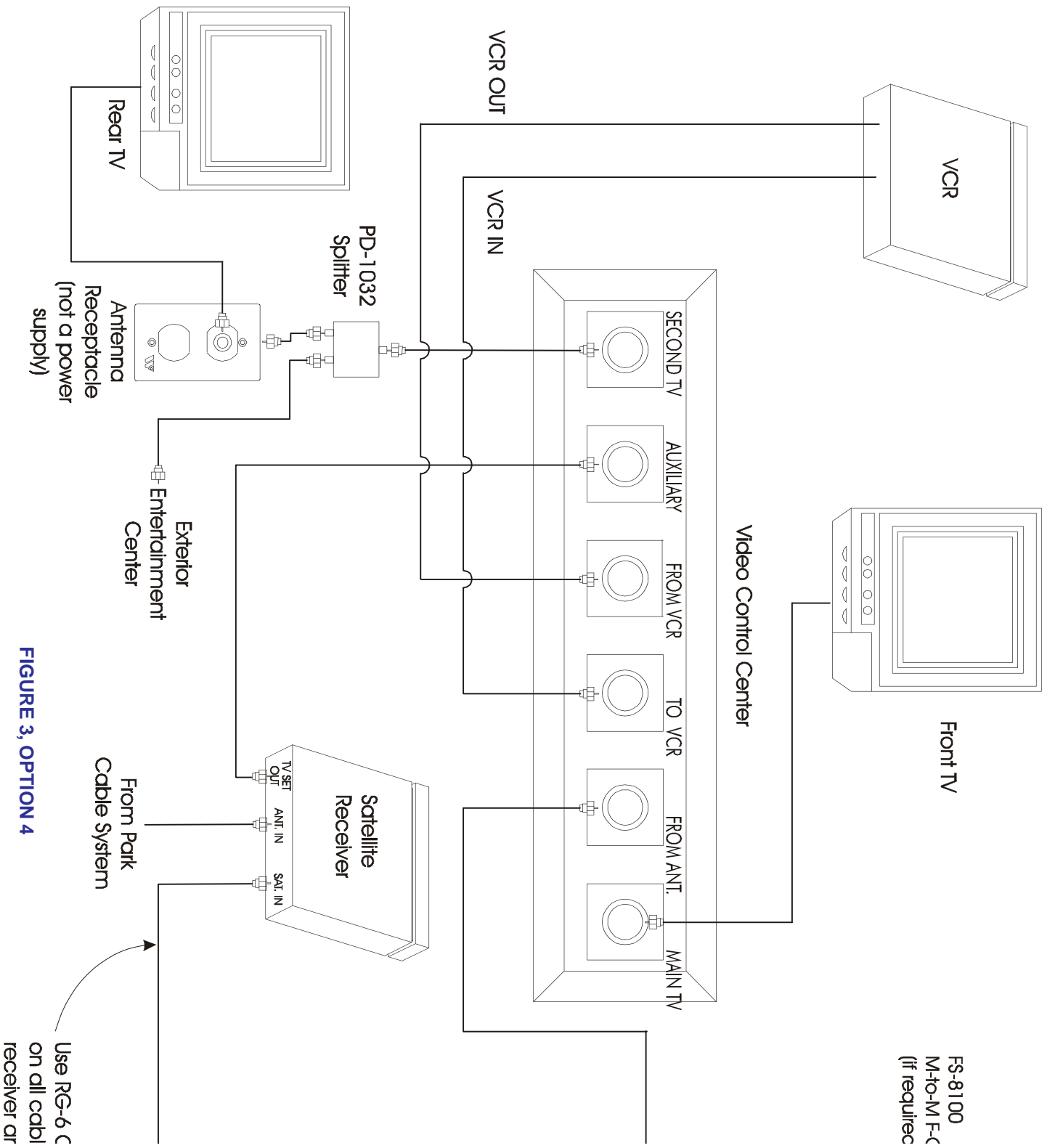
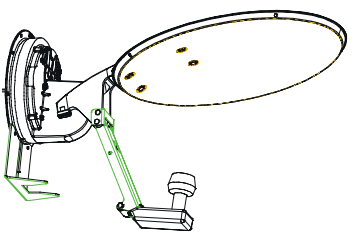


FIGURE 3, OPTION 4



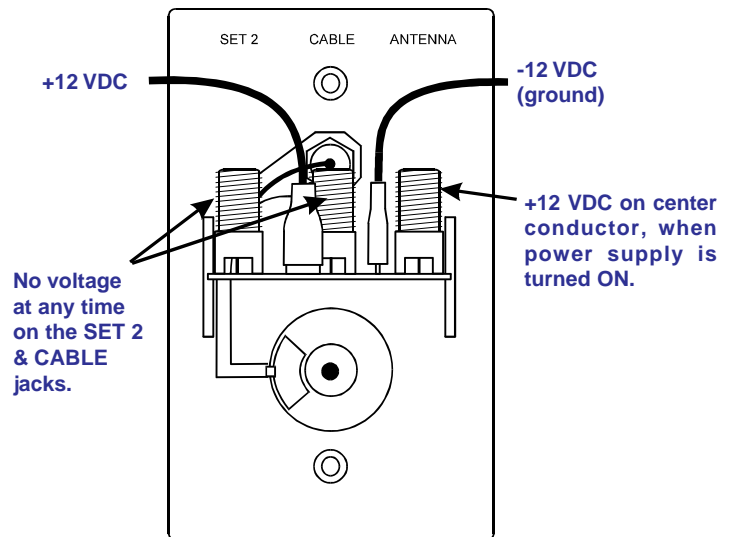
**Step 3.** Check that power supply is turned ON (LED light indicates that power supply is ON). If LED light is ON, proceed to Step 4. If red light is not ON, proceed to Step 5.

**Step 4.** If your wiring is like option 1, make sure satellite receiver is turned OFF. The off-air signal will not pass thru the satellite receiver when it is turned ON. If your system is wired like options 2, 3 & 4, make sure you have the off-air signal selected (controlled at A-B switch in option 2 and at the video switch in options 3 & 4). If you still do not have a picture, proceed to Step 7.

**Step 5.** Remove power supply from wall and verify that you have +12 VDC going into the power supply, see Figure 4. If there is +12 VDC, proceed to Step 6.

**Step 6.** Disconnect cable from ANTENNA jack and attach a short piece of coax to the ANTENNA jack. Turn power supply ON and check for +12 VDC, see Figure 2, page 1. If there is no +12 VDC at the ANTENNA jack, the power supply is faulty. Replace power supply. If the red light comes ON after disconnecting the antenna cable from the power supply, you have a short in either the antenna cable or the antenna head. Proceed to next step.

**Step 7.** Disconnect antenna cable from antenna. Check for +12 VDC at end of cable, see Figure 2, page 1. If there is no +12 VDC, you have faulty antenna cable. If there is +12 VDC, then you **MAY HAVE** a faulty antenna head. Contact Winegard Service Dept. before replacing the antenna.



**FIGURE 5**

